

Where do we rank?

Health Factors

Health outcomes are measures that describe the current health status of a county. These health outcomes are influenced by a set of health factors. Counties can improve health outcomes by addressing all health factors with effective, evidence-informed policies and programs. Health factors rankings are based on weighted scores of several types of factors: behavioral, clinical, social, economic, and environmental.

For 2013, Seminole County ranks at **#5** for Health Factors among the 67 counties in Florida.



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Message from Dr. Jett

First and foremost, there are a lot of great things happening around DOH – Seminole from the excellent customer service to patient care to completing our budgets. Next, thank you for your feedback on our latest Town Hall. The video, *Unnatural Causes*, is a documentary about Public Health and Health Equity. It reveals health disparities and offers solutions to eliminate them in our society. The series has five parts featuring various communities around the nation. Our job goes beyond treating the patients that walk through our doors, but population health. It extends to understanding how their environment might affect them as well and to show more compassion for them. I understand this first hand since I received many health department services growing up. I also understand how difficult it is for many within the health department to survive as well, being that I grew up in a low-income neighborhood and made only \$25,000 with a master's degree out of college. It's essential for all of us to gain a better understanding of who we serve.

The future of public health has been written through the Affordable Care Act and by the Institute of Medicine. Our vision will align with the state's strategic plan, NACCHO, and APHA. This entails: 1. Quality Improvement, 2. Integration of Services, 3. Accreditation 4. Social Determinants of Health/Eliminate Health Disparities, 5. Foster Community Partnerships. Our health department's realignment mirrors the Florida

Department of Health's divisions. Establishing a Minority Health Committee aligns us with the Office of Minority Health at the Florida Department of Health.

Additionally, we will work on Prevention and Diabetes Education which will require chronic disease data collection, outreach services, and health education awareness. The aforementioned aligns with the Ten Essential Public Health Services and is exactly what our health department will be evaluated on for Accreditation. If you haven't read the PHAB Accreditation Domains 1-12 please take a moment to review (<http://www.phaboard.org/wp-content/uploads/PHAB-Standards-Overview-Version-1.0.pdf>). The Department of Health has mandated accreditation by 2014. In order to accomplish this we must work as a team and address the gaps in Domains 1-12. I'm confident we will be successful. Thank you for what you do everyday. Enjoy the newsletter.

Health Officer
Florida Department of
Health in Seminole County



Program Spotlight

The Florida Department of Health Dental Care Program has had many names through the years but its original was The Florida State Board of Health (SBH) Bureau of Dental Health. The SBH recognized the importance of dental health and added dental in 1936. The focus being on indigent children and treating them directly in the local health centers. The SBH Bureau of Dental Health acknowledged early on the benefits of water fluoridation and started this activity in 1949. To keep dentists in the local health centers recent dental graduates were recruited even before they had a license.

This practice stopped in 1969. Not too long after that, in 1980, a recent graduate with his license in hand was hired; Dr. Victor First. He recalls the prior Seminole County Health Department Dental program location on 17-92 next to the Sanford police station. As he describes the dental department, it had two patient treatment rooms with the clerical desk located in one of them, no computer (but lots of bugs!), cold water only, no gloves to be worn, and no eligibility.



Dental Care

They treated anyone that wanted to be seen. The Administrator at that time thought moving to the middle of the woods on Airport Blvd would be a step up and so they did.

- Currently the Seminole County Dental Care Program treats approximately 9,000 clients (primarily children) and provides over 39,000 services per year. Prevention remains a core value of the Dental Program and continues to be our

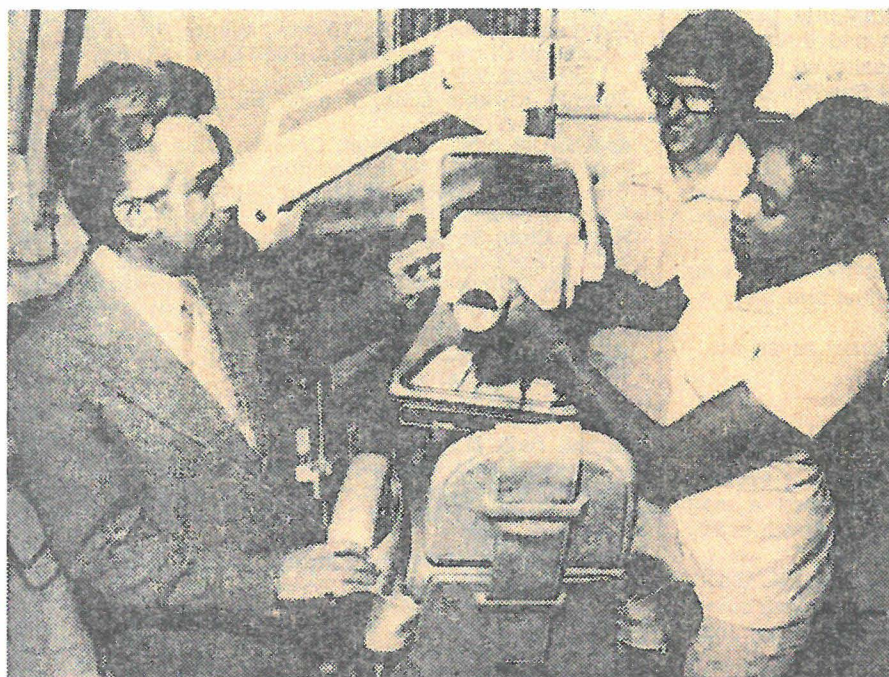
focus for a lifetime of healthy smiles. Many patients come to us with years of neglect and fears from past experiences so winning their trust becomes vital. As with most health issues, education is the key so this opportunity cannot be missed to remind everyone of the following: **To ensure a healthy mouth you should develop a routine of basic dental care. Home care should include:**

- Brush your teeth twice a day with an ADA-accepted fluoride toothpaste.
- Clean between teeth daily with floss.

Decay-causing bacteria still linger between teeth where toothbrush bristles can't reach. Flossing removes plaque and food particles from between the teeth and under the gum line.

- Eat a balanced diet and limit between-meal snacks.
- Visit your dentist regularly for professional cleanings and oral exams.

Dental caries, also known as tooth decay or a cavity, is an infection, bacterial in origin, that causes demineralization and destruction of the hard tissues, usually by production of acid by bacterial fermentation of the food debris accumulated on the tooth surface. Dental caries is the most common chronic childhood disease – five times more common than asthma!



The picture to the left accompanied an article from July 11, 1980 in the Sentinel Star (the former name of the Orlando Sentinel) celebrating the opening of the new dental unit. Can you spot Dr. First?

In 2012, Surgeon General John Armstrong asked the Performance Management Advisory Council to come up with a DOH mission, vision, and values that would reflect who we are and what we do. These values were crafted to keep us on track and focused on how we serve our communities and how we interact with each other. That being said, values are only words until they are put into practice. As an ongoing feature of our newsletters, we're asking our staff to tell us what these values mean to them.



For this newsletter, Patrice Boon, our Leader of the Quarter, tells us how she has incorporated these values in her work:

Working for the FDOH in Seminole County has greatly impacted my career as a nurse and a manager. The FDOH values : ICARE are the guidelines by which I approach both nursing and management.

Innovation: Seminole county has allowed me to be creative, to "think out of the box" on many a project or undertaking. I have been encouraged to try new processes and implement creative solutions while working to reduce waste and manage both our human and fiscal resources to the best of their ability. In turn, I promote creative thought and suggestions from staff members to continuously work to improve our efforts to serve the clients.

Collaboration is the key to our success, working together as a team, sharing our ideas and evaluating the results has earned the TB/RH staff a Davis Productivity Award this Year for improved clinical flow in our RH clinic.

Accountability is a personal trait that I find essential in a nurse and a manager. We must always treat each other and our clients with integrity and respect. As a manager I am also privileged to work with a staff that performs with respect and integrity in all aspects of our service. The TB staff achieves the goal of 100% treat to cure, annually, for all active TB clients through their Responsiveness.

The staff continues to amaze me with their commitment to our clients. In the short time I have been in Seminole County their unlimited contacts have assisted me to engage our community partners and to establish new partnerships in our County for the purpose of providing valuable services and education. With the support and encouragement of my supervisor and the commitment and dedication of my staff we will continue to look forward to performance improvements and quality outcomes.

Together, Excellence is achievable. I greatly appreciate the environment and culture here at Seminole County that allows me to grow and develop personally and professionally and to help others in the pursuit of their personal best.

Values: (ICARE)

Innovation: We search for creative solutions and manage resources wisely.

Collaboration: We use teamwork to achieve common goals & solve problems.

Accountability: We perform with integrity & respect.

Responsiveness: We achieve our mission by serving our customers & engaging our partners.

Excellence: We promote quality outcomes through learning & continuous performance improvement.



Text Messaging Test Results

The Specialty Care clinic started offering text messaging test results to our clients in November, 2012 as part of a pilot program with 2 additional counties; Clay and Duval.

Since then Seminole County was awarded a grant through the National Network of Public Health Institutes (NNPHI) to expand this service as part of a Quality Improvement project to our Family planning and Prenatal clients.

In an effort to notify clients quickly and to reduce the number of clients who need to return to the clinic for test results they are given the option to receive their results via text message. The message is confidential and delivered encoded. Clients consent to this service and provide the appropriate cell phone information at the time of testing. They are given an instruction card that explains the code they will receive and how to follow up if it is necessary. They are also encouraged to call the clinic with any questions at any time and provided with a contact phone number.

The STD surveillance clerk collects all test results as they are received. When she has all the results she creates a field record, attaches the results and sends them through the PRISM notification system to an administrator in Tallahassee. The message is generated through the PRISM system and sent to the client. **Seminole Code 1** followed by a phone number indicates the client is to call the DIS for a positive result. **Seminole Code 2** indicates the results were all negative and no further action is necessary.

We have conducted customer feedback surveys since April of 2013. Clients are overwhelmingly satisfied with this new service. They appreciate the timely notification and the convenience. The service has financial benefit to both the client and the health department by eliminating the clients need to return to the clinic.

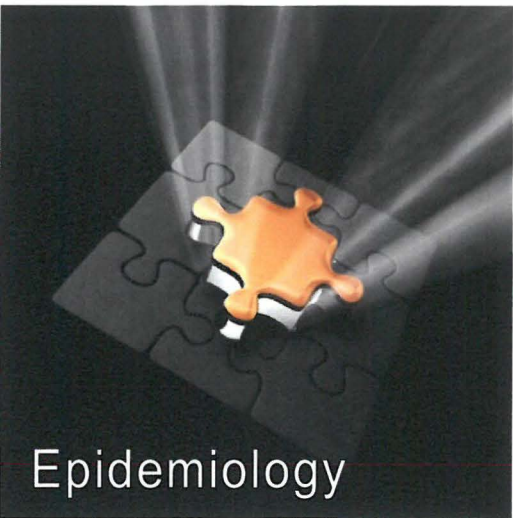
Why Texting?



- From 2007-2011, STD cases in FL increased by 18%.
- Closure of STD clinics and reductions in staff due to budgetary constraints.
- Traditional methods of client notification may delay treatment.

Clinic appointments are now available for services that may have been otherwise occupied by test result appointments. The project recently received national recognition at the NNPHI conference as Seminole County was invited to give a presentation to attendees on the text messaging project. The presentation was entitled, "Expanding STD Text Messaging Services Using QI Processes," and took place in Milwaukee, Wisconsin at the National Network of Public Health Institutes' Open Forum for Quality Improvement in Public Health on June 12, 2013. The health department received a Community of Practice for Public Health Improvement QI award for this project in 2012 which achieved the goal of increasing the number of clients opting in for text messaging by 20 percent for STD reporting by July 31, 2013 by extending text messaging services in the Family Planning and Prenatal clinics (from 25% in January to 71% in May).





Epidemiology

As of June 3, 2013, Chinese public health officials have reported more than 130 cases of human infection with the avian influenza A (H7N9) virus. Although there hasn't been any evidence of sustained person-to-person transmission of these new viruses, DOH — Seminole staff are currently reviewing our pandemic response plans should this or any emerging infectious disease affect us in Seminole County or elsewhere in Florida.

In other news, an article published on FoxNews.com on June 9th entitled, **Florida abuzz with reports of monster mosquitoes**, addressed monster mosquitoes that have reportedly been spotted in Central Florida. Here is an excerpt from the article:

"So-called gallinippers — the notoriously rapacious quarter-sized iteration of mosquito typically measuring 20-times the girth of its more petite, yet still-pesky, cousin — have swarmed Seminole County after a rain-soaked week reminiscent of the epoch when they first appeared in 2012 following Tropical Storm Debbie. Kelly Deutsch, director of Seminole County Mosquito Control, stated that despite their size, famously pugnacious disposition and penchant for attacking in swarms, officials will approach the gallinipper-infestation no differently than they would any other mos-



ENVIRONMENTALhealth

quito-borne problem. A local resident stated, 'I saw one of these mosquitoes on my porch in Oviedo and it was so big I actually called the Seminole County Health Department to ask them if they knew about these things.'

Our Epidemiology and Environmental Health Departments had the following to say: The main thing to tell callers is to make sure they do not have standing water around their home that can breed larvae and rake up standing leaves and branches that can hold water near the ground surface as they can lay larvae on the ground also. They are not known to carry or transmit any diseases to humans but the bite can be painful and as with any insect whose bite causes itching, there's of course the possibility of infection if people scratch too much and break their skin.



Remember to


give a **WOW**

because

- Recognition becomes fun
- Appreciation becomes a habit
- Positive communication becomes a culture

Dealing with Change

How people deal with change — both creating it and responding to it — is a function of identifiable individual preferences. Whether people see change as a danger, a challenge, or an opportunity, they have individual preferences that reflect their relationship to structure, rules, and authority.

For ages people have debated over the best way to approach change. People in various arenas, from politics to economics and from business to education, have argued over evolution versus revolution, incrementalism versus innovation, reform versus reinvention, and total quality management versus reengineering. Often these debates have had an either-or quality; one approach is right and the other is wrong. Such a framework for change frequently produces conflict, misunderstanding, strong-arming, and missed opportunities—not the outcomes envisioned by the change initiators.

Taking the time to understand the contributions of each of three individual change style types — *conservers*, *pragmatists*, and *originators* — can help leaders become better at recognizing and managing the effective and ineffective behaviors of each preference and, as a result, at facilitating collaboration and teamwork.

THE EVOLUTIONISTS

At one end of the change style continuum are the conservers. They are good at defining and clarifying current reality. Working together to build on what is already working is the preferred path to change for a conserver. To create improvements, conservers prefer working within existing policies, processes, and procedures. Conservers favor a total quality management and continuous improvement approach to organizational change.



They may, in fact, see the need for substantial systemic changes but prefer to make such changes gradually. Conservers want to keep the current system working smoothly and will resist decisions and efforts that they perceive will create chaos. Conservers will ask the hard questions of proposed change: How will this be better than what we have now? Who will be affected by this proposed change? What will this cost? What is the return on investment? What is the loss in organizational productivity and effectiveness resulting from these changes? Used effectively, these questions are beneficial to any organization undergoing change.

THE SITUATIONALISTS

Pragmatists tend to focus more on viable results — getting the job done — than on challenging or preserving existing structures. They often see merit in both an evolutionary and a revolutionary approach and are motivated more to find adequate and timely solutions to problems than to advance ideologies. Pragmatists focus on the actions required to move a situation from the current toward a new desired outcome. They want to solve problems and bring plausible ideas into reality. They tend to seek a balanced inquiry through an exploration of multiple perspectives.

THE REVOLUTIONARIES

Originators like to challenge current structures

and systems. They encourage the exploration of new and alternative ideas and suggest possibilities that others have not imagined. Originators tend to focus on new possibilities, vision, and direction. They often show a propensity for action but may not be effective implementers.

Change style preferences are collections of beliefs, attitudes, behaviors, and thought processes that describe how people accept, manage, and instigate change. People encounter these preferences in various degrees every day in their dealings with others and exhibit their own preferences just as readily when faced with an opportunity for change.”

The above was excerpted from an article entitled, *Knowing Change Preferences Is a Boon for Leaders* from the journal, *Leadership in Action*. When an organization undergoes a change in leadership as you have, change style preferences will often come into play throughout the organization. Recognizing what one’s own change style preferences are and how they relate to that of one’s leader and those of our colleagues enables us to deal with change effectively both internally and organizationally and most importantly in a productive, positive manner. Dr. Jett was assessed as being between a conserver and a pragmatist. Where do you see yourself?



The Core Public Health Functions Steering Committee developed the framework for the Essential Services in 1994. This steering committee included representatives from US Public Health Service agencies and other major public health organizations. The Ten Essential Public Health Services describe the public health activities that should be undertaken in all communities and provide a working definition of public health and a guiding framework for the responsibilities of local public health systems.

Ten essential public health services

- Monitor health status to identify and solve community health problems
- Diagnose and investigate health problems and health hazards in the community.
- Inform, educate, and empower people about health issues
- Mobilize community partnerships and action to identify and solve health problems
- Develop policies and plans that support individual and community health efforts
- Enforce laws and regulations that protect health and ensure safety
- Link people to needed personal health services and assure the provision of health care when otherwise unavailable
- Assure competent public and personal health care workforce

HAPPY 4TH OF JULY!



As we celebrate this 4th of July, it's important to review a few safety measures to ensure that it remains enjoyable throughout the day and into the night.

Follow safety guidelines when lighting your fireworks such as:

- Point fireworks away from homes and people. Avoid areas with lots of flammable materials, including dry brush or leaves.
- Light fireworks one at a time.
- Never relight a dud.
- Allow time in between the lighting of fireworks; parts of the firework could still be lit and go off after it appears to be finished.

Drink Responsibly

Encourage everyone to stay hydrated with water whether you are consuming alcohol or not, especially here in Central Florida where temperatures are high.

Grill Safely

If you plan to grill out on the Fourth, take the proper precautions, including:

- Make sure no children or pets are allowed near the grill
- Never leave the grill unsupervised.
- Don't add starter fluid once the coals have already been ignited



Healthy Start Administrative Services

There was wonderful participation at the Healthy Start Community Meeting held on June 18 at Kids House of Seminole! Over thirty plus community providers were represented, including the Health Council of East Central Florida, the Central Florida Zoo, Seminole County School Board, The Westin Hotel, Harvest Time, The Oviedo Crisis Pregnancy Center and The Seminole League of Women Voters just to name a few. Everyone provided feedback on their desire to build a united council to address the issues of infant mortality, early prenatal care and other issues that are contributing to the health disparities in Seminole County. Participants completed a needs assessment during the meeting and watched a video that provided an overview of Healthy Start. Dr. Jett addressed the group as well and reiterated the support from the FDOH — Seminole in the group developing their council.

Healthy Start Administrative Services will be distributing a tentative follow-up meeting for the group in the later part of July. Some of the participants will be participating in the Provider Training next week at the Westin in Lake Mary.



On Thursday, June 13, Healthy Start held another "I Love My Baby Class." This month's sessions focused on safety issues and also included a SIDs video presentation. They gave away some cribs to the women who attended the class and needed a safe place for their baby to sleep. The groups appear to be getting more popular with more clients attending.



On June 13, DOH — Seminole was awarded the IBCLC Care Award given each year to Community-Based Health Agencies that staff currently certified IBCLC (International Board Certified Lactation Counselors). Currently, we have 4 IBCLC's in our WIC Program. Agencies awarded this designation by ILCA (International Lactation Consultants Association) meet the following criteria: they have at least one IBCLC and a dedicated lactation program and documentation of projects started in the last two years that promote, protect and support breastfeeding. The award is good for two years.



July Birthdays

Devin Jenkins - July 7

Cherie Sanders - July 7

Amy Lawrence - July 11

Sandra Reddecliff—June 14

Catherine Boyd—June 15

Rosalie Torres—July 15

Martha Finlayson—July 27

Vicky Smith—July 30

Linnette Aviles—July 31

**We wish you
many happy
returns!**

What is the Teen Outreach Program (TOP)?

The Teen Outreach Program (TOP) is an evidence based youth development program. The purpose of TOP is to allow adolescents the opportunity to build their life skills, adopt healthy behaviors, and to discover a sense of purpose. The program is composed of 25 weekly TOP sessions and 20 hours of community service learning activities over a 9 month period. The lessons facilitated to the youth explore effective communication, social influences, goal setting, decision making as well as sexuality. The behavioral outcomes from teens include a 52% lower risk of school suspension, a 60% lower risk of course failure, a 53% lower risk of pregnancy and a 60% lower risk of becoming a school dropout.



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Compiled and edited by Pranav Mehta. If you have any comments and/or suggestions please feel free to send them along. This newsletter reflects us as an organization and needs everyone's contribution. Thank you all for your time and effort.
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